



### What is CommunityCARE?

CommunityCARE is a Medicaid program that makes sure you have a doctor who accepts your Medicaid card.

**Your Medicaid card is your insurance card, and you should carry it with you at all times.**

Because CommunityCARE is part of Medicaid, the same services are covered and you use the same card.

Your child's CommunityCARE PCP will provide KIDMED checkups and immunizations (shots), or arrange for these services.

### What if I'm not happy with my medical treatment?

First, you should talk to your CommunityCARE PCP about it. Your PCP needs to know if your treatment is not helping you. Your CommunityCARE PCP will work with you to provide a plan of care that is best for you.

If you have a problem that you have not been able to solve by talking to your PCP, you can call the CommunityCARE toll-free hotline at **1-800-259-4444**. A service representative will work with you and your PCP to help solve the problem.



### What do I do when I need medical care?

You should always call your CommunityCARE PCP, **first**, to make an appointment. If your CommunityCARE PCP decides that you need to see a specialist, he will refer you to one. If you go another doctor that your CommunityCARE PCP did not refer you to, Medicaid may not pay the bill.

If you are sick, your CommunityCARE PCP will either give you an appointment for that day or within 2-3 days, depending on your condition. If your CommunityCARE PCP thinks that you need to be seen, but can't give you an appointment, he should give you a referral to see another doctor. You should not go to the emergency room, for a condition that is not an emergency, just because you could not get an appointment with your PCP for that day. If you do, you may get a bill.

You should always call your CommunityCARE PCP's office, even if you think the office may be closed. Your CommunityCARE PCP should have an answering service, or a phone message, to tell you how to get care when the office is closed. If you can't reach your CommunityCARE PCP, you may also call the CommunityCARE Nurse Helpline.

If you are visiting away from home and need to see a doctor, you must still call your CommunityCARE PCP, or the CommunityCARE Nurse Helpline, for instructions.



**Remember to carry your Medicaid card with you at all times !!!**

### What is an Emergency?

An emergency is a **sudden** or **unexpected** condition that cannot wait until the next day to be treated in your PCP's office. In case of an emergency, go to the nearest emergency room, or call 911 **ONLY IF**:

- ✓ You or your child have very serious symptoms and severe pain
- ✓ You feel that you or your child's body functions or life are in danger if you don't get help right away.
- ✓ You are pregnant and feel that you or your unborn baby's health or life is in danger if you don't get treatment immediately

**If you go to the emergency room for treatment of a condition that does not meet the above reasons, Medicaid may not pay for the treatment and you may get a bill.**